

MRWA COMMENTS AND COMPLAINTS

HEADLINE FIGURES

2023/2024		2024/2025
36	TOTAL	50
10	POSITIVE	7
3	NEUTRAL	8
23	NEGATIVE	35

(Note – HWRCs receive approx. 500 visitors per day on average.)

Observations:

Overall Complaint Trends

The headline figures indicate a negative trend in overall complaints:

- **Total Complaints:** Increased from 36 in 2023/24 to 50 in 2024/25.
- **Negative Complaints:** Increased from 23 in 2023/24 to 35 in 2024/25.
- **Positive Comments:** Decreased from 10 in 2023/24 to 7 in 2024/25.
- **Neutral Comments:** Increased from 3 in 2023/24 to 8 in 2024/25.

In summary, the 2024/2025 period shows an overall increase in complaints compared to 2023/2024, with a rise in both negative and neutral feedback, while positive comments declined.

REASON FOR COMMENT/COMPLAINT

Negative	2023/24	Positive
9	HWRC operations	-
7	Veolia staff	3
1	MRWA staff	7
2	Van booking system	-
3	HWRCs materials accepted (lack of)	-
1	Kerbside materials accepted (lack of)	-
-	Wilton facility	-
-	Corporate - MRWA	-
-	Closed Landfill Sites	-

Negative	2024/25	Positive
13	HWRC operations	-
11	Veolia staff	6
0	MRWA staff	1
4	Van booking system	-
3	HWRCs materials accepted (lack of)	-
1	Kerbside materials accepted (lack of)	-
1	Wilton facility	-
1	Corporate - MRWA	-
1	Closed Landfill Sites	-

Trends by Complaint Category

- **HWRC Operations:**
 - Negative comments increased from 9 in 2023/24 to 13 in 2024/25.
 - There were no positive comments recorded for this category in either period.
 - *Trend:* Increased number of complaints with HWRC operations.
- **Veolia Staff:**
 - Negative comments increased from 7 in 2023/24 to 11 in 2024/25.
 - Positive comments also saw an increase, from 3 in 2023/24 to 6 in 2024/25.

- *Trend:* A mixed but overall more negative trend. While positive feedback has doubled, negative feedback has also risen considerably and outweighs the positive.
- **MRWA Staff:**
 - Negative comments decreased from 1 in 2023/24 to 0 in 2024/25.
 - However, positive comments dropped significantly from 7 in 2023/24 to 1 in 2024/25.
 - *Trend:* While direct negative feedback is absent in the later period, the sharp decline in positive comments may be a concern.
- **Van Booking System:**
 - Negative comments doubled from 2 in 2023/24 to 4 in 2024/25.
 - No positive comments were recorded in either period.
 - *Trend:* not enough data to suggest any trend.
- **HWRCs Materials Accepted (lack of):**
 - Negative comments remained static at 3 for both 2023/24 and 2024/25.
 - *Trend:* Consistent but small level of dissatisfaction.
- **Kerbside Materials Accepted (lack of):**
 - Negative comments remained static at 1 for both 2023/24 and 2024/25.
 - *Trend:* not enough data to suggest any trend.
- **Other Negative Feedback Areas in 2024/25:**
 - **Wilton Facility:** Received 1 negative comment in 2024/25, having received none in 2023/24.
 - **Corporate - MRWA:** Received 1 negative comment in 2024/25, having received none in 2023/24.
 - **Closed Landfill Sites:** Received 1 negative comment in 2024/25, having received none in 2023/24.
 - *Trend:* not enough data to suggest any trend.

Summary of Observations:

1. There's a clear overall increase in the volume of complaints, driven primarily by a rise in negative feedback. However, with HWRCs receiving on average approximately 500 visitors a day, these comments and complaints should be considered in that context i.e. they're a small percentage of people who actually visit the sites.
2. Positive feedback has generally declined, most notably for MRWA staff.

3. Specific operational areas like HWRC operations, Veolia staff interactions, and the van booking system have seen an increase in negative comments.
4. While negative comments about Veolia staff rose, positive comments also increased, indicating some positive interactions amidst growing concerns.
5. New areas of concern emerged in 2024/25 (Wilton facility, Corporate - MRWA, Closed Landfill Sites) that had no recorded complaints in the previous year.
6. Issues regarding the types of materials accepted at HWRCs and kerbside collections persist at similar levels.